

Agent Cannot Transfer Calls to Unified CVP or Another Agent

Problem Summary	Agent cannot transfer calls back to the Unified CVP or to another agent.
Error Message	None.
Possible Cause	The Unified CM SingleStepTransferViaRedirect setting is incorrect. Other symptoms: The OPCTest list indicates that the initial call has not cleared; the Agent Desktop displays the initial call.
Recommended Action	In the Unified CM, modify the SingleStepTransferViaRedirect setting to 1.
Release	Release 7.0(2)
Associated CDETS #	None.